Notice of References Cited Application/Control No. 09/755,738 Examiner Cang G. Thai Applicant(s)/Patent Under Reexamination SANDHOLM ET AL. Art Unit Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	Α	US-6,725,399	04-2004	Bowman, John	714/38
*	В	US-5,758,061	05-1998	Plum, Thomas S.	714/35
*	С	US-6,738,736	05-2004	Bond, William C.	703/2
*	D	US-6,256,773	07-2001	Bowman-Amuah, Michel K.	717/121
*	Ε	US-6,662,357	12-2003	Bowman-Amuah, Michel K.	717/120
*	F	US-6,754,847	06-2004	Dalal et al.	714/27
*	G	US-6,792,399	09-2004	Phillips et al.	703/2
*	Н	US-6,384,843	05-2002	Harel, Avraham	715/762
*	ı	US-6,738,746	05-2004	Barnard et al.	705/7
*	J	US-6,408,263	06-2002	Summers, Gary J.	703/6
	к	US-			
	L	US-			
	М	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N.	EP000770967A2	05-1997	JAPAN	SCHMIDT ET AL.	G06 F 17/60
	0					
	Р					
	Q					
	R					
	s					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)				
	υ	Chia, Esmond, "An in-depth look at Customer Relationship Management", December 13, 2000, E-Business II Final Paper, GBUS 888 A, Pages 1-15.				
	٧					
	w					
	x					

A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).) Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.